

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**WATER MAINTENANCE SUPERINTENDENT
WATER RESOURCES DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs responsible supervisory and administrative work in ensuring proper maintenance of the City's water systems and associated facilities. Employee reports to the Water Resources Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs supervisory and administrative work ensuring proper maintenance of the City's water systems, including water lines, meters, fire hydrants and associated facilities. Work involves planning, organizing, assigning and directing personnel assigned to utility repair operations, implementing safety and emergency procedure guidelines, and providing assistance and guidance for training and certification opportunities. Employee supervises directly, or indirectly through subordinates, technical and administrative-clerical personnel. Employee is also responsible for assisting with preparation of the department's budget, monitoring expenditures and preparing records and reports required for submission to governmental oversight agencies. Employee must exercise independent judgment and initiative in completing assignments. Employee must also exercise tact and courtesy in frequent contact with City residents, City officials, subordinates and co-workers. Work is performed with considerable independence under limited supervision of the Water Resources Director and is evaluated through observation and review of the quality of service provided and success of programs implemented.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Plans, assigns and supervises activities of Utility Operations Supervisors and support personnel.

Establishes operational procedures and methods to ensure operational compliance with federal, state and local laws, regulations and guidelines; instructs and advises subordinates, as necessary, resolving problems as non-routine situations arise.

Directs the activities of a technical and clerical staff involved with repairing and maintaining the City's water-distribution facilities (water mains, service lines, meters, fire hydrants, etc.).

WATER MAINTENANCE SUPERINTENDENT

Manages the leak detection, water valve, construction and mapping programs.

Develops department budget proposals, and administers appropriated funds; approves purchases; prepares and codes bills to proper budget line-item expenditures; reviews time cards and processes payroll records.

Develops and implements division's policies and work procedures.

Performs a variety of personnel-related functions including, hiring, training, supervising, disciplining and evaluating subordinate staff.

Prepares a variety of routine and special reports to include correspondence, purchase orders, policy statements, etc.

Conducts and attends seminars, conferences, workshops, classes, lectures, etc., as appropriate, to enhance and maintain knowledge of trends and developments in the fields of water maintenance.

Confers with property owners, contractors and developers to plan, coordinate and/or advise on work efforts related to availability of water service, location of water mains and service lines and construction.

Authorizes purchase of stock items from outside vendors or through internal purchasing system; maintains and controls inventory.

Responds to questions and complaints from City residents regarding water maintenance and water service issues.

Performs safety and operation inspections of City water-production facilities.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the operating principles and practices, and the maintenance requirements of water mains, valves, hydrants, meters, etc.

Considerable knowledge of the occupational hazards and safety precautions associated with water maintenance and related activities.

Considerable knowledge of the characteristics of water lines (types, sizes, flow rates) and water maintenance procedures.

Knowledge of applicable federal, state and local regulations relating to water maintenance.

Ability to recognize breakdowns or leaks in water system, water line construction and/or maintenance problems.

Ability to supervise the work of others.

Ability to train subordinate personnel.

Ability to operate a two-way radio.

Ability to understand and follow specified operating and recording procedures.

WATER MAINTENANCE SUPERINTENDENT

Ability to make minor repairs of equipment operated.

Ability to exercise independent judgment based on training and experience in making decisions and coordinating the proper operation of equipment.

Ability to detect defects and to take appropriate action in the operation of water maintenance equipment.

Ability to keep accurate records and prepare reports.

Ability to communicate effectively orally and in writing.

Ability to give oral presentation before large groups of people.

Ability to perform work activities on an on-call, 24-hour basis.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree in civil engineering or related field, and 6 to 9 years of progressively responsible experience in water or sewer system operations; and/or any equivalent combination of training and experience required to perform the essential position functions.

SPECIAL REQUIREMENT

Possession of a Class "A" Water Distribution System Operator's Certificate issued by the North Carolina Department of Environment, Health and Natural Resources. Possession of valid driver's license issued by the State of North Carolina.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

WATER MAINTENANCE SUPERINTENDENT

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 23
Exempt